

M e m o r a n d u m

Date: November 25, 2009

To: Northern Division

Attention: Chief C. J. Jenkins

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Office of the Assistant Commissioner, Inspector General

File No.: 5.9968.14419.12026.006.401inspections2008

Subject: 2008 CITIZENS' COMPLAINT INVESTIGATIONS INSPECTION

During the period of November 2, 2009, through November 12, 2009, the Office of Investigations (OINV) conducted an inspection of citizens' complaint documents prepared and maintained by Northern Division and its Areas during calendar year 2008. The objective of the inspection program is to enhance the quality of the Department's citizens' complaint process, and is intended to be utilized as a management tool.

The inspection process included a review of individual complaint investigations, assessment of local processing and filing procedures, and discussions with Area and Division personnel. The total number of complaints reviewed in this inspection, by category, is listed below:

Category II:	58
Other:	1
Total:	59

In general, the inspection results indicate all Northern Division commands are complying with applicable departmental policies and philosophies in accepting, investigating, and documenting citizens' complaints. The high level of compliance is a noteworthy accomplishment.

The inspection results indicate the procedures utilized by commands within Northern Division to accept, investigate, and document citizens' complaints, were found to be in general compliance with applicable departmental policies and philosophies. The filing procedures throughout Division complied with established policies and guidelines. Security of the complaint files were also found to be in good condition, with the files housed in a locked cabinet.

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Generally, the complaint investigations were completed and approved promptly. Any discrepancies/recommendations were discussed with the respective Area commanders or their designee. The CHP 318's, *Notices of Intent to Engage in Secondary Employment*, and the CHP 18's, *Receipt of Inconsistent and Incompatible Activities Statement*, were also checked. The following inconsistencies were noted:

1. Fifty-nine (59) CHP 318's were inspected. Of those inspected, three (3) of them were missing a signature of the Division commander.
2. Two hundred fifty-eight (258) CHP 18's were inspected. Of those inspected, three (3) of them were missing proper signatures.

As a final component of this inspection, substance abuse testing kits were inspected and found to be in satisfactory condition.

The OINV inspector reported Area and Division personnel were without exception, helpful, accommodating, and courteous during these inspections. Please extend my appreciation to all Northern Division commanders and their staff for their assistance during the inspection.

In accordance with the Governor's Executive Order S-20-09 to increase government transparency, this report will be posted on the CHP's internet website, and on the Office of the Governor's webpage, located on the State's Government website.



M. C. A. SANTIAGO
Assistant Commissioner

cc: Office of the Commissioner
Office of the Assistant Commissioner, Field
Office of Investigations
Office of Legal Affairs
Office of Inspections ✓

M e m o r a n d u m

Date: November 24, 2009

To: Golden Gate Division
Attention: Chief T. M. Becher

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Office of the Assistant Commissioner, Inspector General

File No.: 5.9968.14419.15318.006.301inspections2008

Subject: 2008 CITIZENS' COMPLAINT INVESTIGATIONS INSPECTION

During the period of November 2, 2009, through November 9, 2009, the Office of Investigations (OINV) conducted an inspection of citizens' complaint documents prepared and maintained by Golden Gate Division and its Areas during calendar year 2008. The objective of the inspection program is to enhance the quality of the Department's citizens' complaint process, and is intended to be used as a management tool.

The inspection process included a review of individual complaint investigations, assessment of local processing and filing procedures, and discussions with Area and Division personnel. The total number of complaints reviewed in this inspection, by category, is listed below:

Category II:	76
Other:	10
Total:	86

In general, the inspection results indicate all Golden Gate Division commands are complying with applicable departmental policies and philosophies in accepting, investigating, and documenting citizens' complaints. The high level of compliance is a noteworthy accomplishment.

The inspection results indicate the procedures used by commands within Golden Gate Division to accept, investigate, and document citizens' complaints were found to be in general compliance with applicable departmental policies and philosophies. The filing procedures throughout Golden Gate Division complied with established policies and guidelines. Security of the complaint files were also found to be in good condition, with the files housed in a locked cabinet.

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Generally, the complaint investigations were completed and approved promptly. Any discrepancies/recommendations were discussed with the respective Area commanders or their designee. The CHP 318's, *Notices of Intent to Engage in Secondary Employment*, and the CHP 18's, *Receipt of Inconsistent and Incompatible Activities Statement*, were also checked. The following inconsistencies were noted:

1. Seventy-four (74) CHP 318's were inspected. Of those inspected, one (1) of them was not documented on the central listing, and two (2) of them were missing the current year's approval.
2. One hundred and thirteen (113) CHP 18's were inspected. Of those inspected, thirty nine (39) of them were found to bear the improper revision date, four (4) of them were missing witness signatures, one (1) of them was not signed by the employee, and one (1) was not located within the personnel folder.

As a final component of this inspection, substance abuse testing kits were inspected and found to be in satisfactory condition.

The OINV inspector reported Area and Division personnel were, without exception, helpful, accommodating, and courteous during these inspections. Please extend my appreciation to all Golden Gate Division commanders and their staff for their assistance during the inspection.

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M. C. A. SANTIAGO
Assistant Commissioner

cc: Office of the Commissioner
Office of the Assistant Commissioner, Field
Office of Investigations
Office of Legal Affairs
Office of Inspections ✓

M e m o r a n d u m

Date: November 24, 2009

To: Border Division
Attention: Chief G. A. Dominguez

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Office of the Assistant Commissioner, Inspector General

File No.: 5.9968.14419.13217.006.601inspections2008

Subject: 2008 CITIZENS' COMPLAINT INVESTIGATIONS INSPECTION

During the period of October 21, 2009, through October 29, 2009, the Office of Investigations (OINV) conducted an inspection of citizens' complaint documents prepared and maintained by Border Division and its Areas during calendar year 2008. The objective of the inspection program is to enhance the quality of the Department's citizens' complaint process, and is intended to be utilized as a management tool.

The inspection process included a review of individual complaint investigations, assessment of local processing and filing procedures, and discussions with Area and Division personnel. The total number of complaints reviewed in this inspection, by category, is listed below:

Category II:	99
Other:	1
Total:	100

In general, the inspection results indicate all Border Division commands are complying with applicable departmental policies and philosophies in accepting, investigating, and documenting citizens' complaints. The high level of compliance is a noteworthy accomplishment.

The inspection results indicate the procedures utilized by commands within Border Division to accept, investigate, and document citizens' complaints, were found to be in general compliance with applicable departmental policies and philosophies. The filing procedures throughout Border Division complied with established policies and guidelines. Security of the complaint files were also found to be in good condition, with the files housed in a locked cabinet.

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Generally, the complaint investigations were completed and approved promptly. Any discrepancies/recommendations were discussed with the respective Area commanders or their designee. The CHP 318's, *Notices of Intent to Engage in Secondary Employment*, and the CHP 18's, *Receipt of Inconsistent and Incompatible Activities Statement*, were also checked. The following inconsistencies were noted:

1. One hundred fourteen (114) CHP 318's were inspected. Of those documents inspected, eleven (11) were not current with an annual review, four (4) were missing a signature of the Division commander, two (2) were missing the signature of a supervisor, and three (3) were unable to be located within the personnel folder.
2. Two hundred twenty-one (221) CHP 18's were inspected. Of those documents inspected, fifty-one (51) were found to bear the improper revision date, nine (9) were missing the revision date, one (1) was not signed by the employee, and eight (8) were unable to be located within the personnel folder.

As a final component of this inspection, substance abuse testing kits were inspected and found to be in satisfactory condition.

The OINV inspector reported Area and Division personnel were without exception, helpful, accommodating, and courteous during these inspections. Please extend my appreciation to all Border Division commanders and their staff for their assistance during the inspection.

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M. C. A. SANTIAGO
Assistant Commissioner

cc: Office of the Commissioner
Office of the Assistant Commissioner, Field
Office of Investigations
Office of Legal Affairs
Office of Inspections ✓

M e m o r a n d u m

Date: November 24, 2009

To: Southern Division

Attention: Chief W. A. Stanley

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Office of the Assistant Commissioner, Inspector General

File No.: 5.9968.15346.006.501inspections2008

Subject: 2008 CITIZENS' COMPLAINT INVESTIGATIONS INSPECTION

During the period of October 5, 2009, through October 9, 2009, the Office of Investigations (OINV) conducted an inspection of citizens' complaint documents prepared and maintained by Southern Division and its Areas during calendar year 2008. The objective of the inspection program is to enhance the quality of the Department's citizens' complaint process, and is intended to be utilized as a management tool.

The inspection process included a review of individual complaint investigations, assessment of local processing and filing procedures, and discussions with Area and Division personnel. The total number of complaints reviewed in this inspection, by category, is listed below:

Category II:	104
Other:	1
Total:	105

In general, the inspection results indicate all Southern Division commands are complying with applicable departmental policies and philosophies in accepting, investigating, and documenting citizens' complaints. The high level of compliance is a noteworthy accomplishment.

The inspection results indicate the procedures utilized by commands within Southern Division to accept, investigate, and document citizens' complaints, were found to be in general compliance with applicable departmental policies and philosophies. The filing procedures throughout Southern Division complied with established policies and guidelines. Security of the complaint files were also found to be in good condition, with the files housed in a locked cabinet.

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Generally, the complaint investigations were completed and approved promptly. Any discrepancies/recommendations were discussed with the respective Area commanders or their designee. The CHP 318's, *Notices of Intent to Engage in Secondary Employment*, and the CHP 18's, *Receipt of Inconsistent and Incompatible Activities Statement*, were also checked. The following inconsistencies were noted:

1. Twenty-six (26) CHP 318's were inspected. Of those inspected, all were found to be in compliance with policy.
2. One hundred sixty-eight (168) CHP 18's were inspected. Of those inspected, eleven (11) of them were found to bear the improper revision date and seven (7) of them were missing witness signatures.

As a final component of this inspection, substance abuse testing kits were inspected and found to be in satisfactory condition.

The OINV inspector reported Area and Division personnel were without exception, helpful, accommodating, and courteous during these inspections. Please extend my appreciation to all Southern Division commanders and their staff for their assistance during the inspection.

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M. C. A. SANTIAGO
Assistant Commissioner

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